Troubleshooting Sony DVD/VHS Movies

When scheduling a movie to play automatically using Touchtown's Automated Media Player and the Sony DVD/VHS player, sometimes the movie may not play as expected.

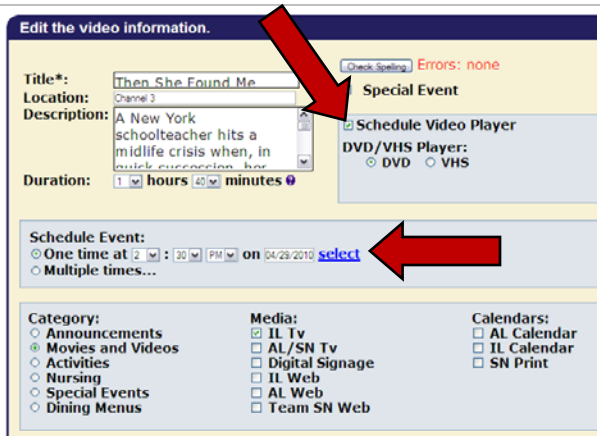
- Why didn't my movie play as scheduled?
- Why is the DVD main menu appearing on the TVs?
- Why does a blue screen appear after showing a movie?

Before following these steps, please review the Touchtown Orientation document, which contains definitions and descriptions of Touchtown-specific words and actions that you will need to understand.

Why didn't my movie play as scheduled?

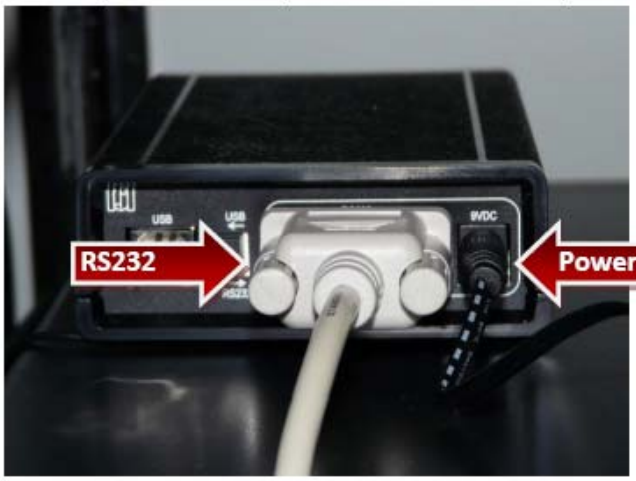
Scheduling Check:

- ✓ Check to make sure the time was correct, especially AM/PM.
- ✓ When editing your Movie Slide, does it indicate that a movie is scheduled?
- ✓ Is the DVD/VHS box (located in Slide Data) check-marked.
- ✓ Was the movie scheduled and in the player at least 15 minutes prior to the movie start time?



TV+ Broadcaster Check

- ✓ Reboot the Spitifire device that sits on top of the Sony DVD/VHS player. To do this if you have a USB cable, simply unplug the cable from the back of the Spitfire device for 30 seconds, then plug it back in. If your Spitfire is connected with an RS232 cable, you will have to unplug the device power for 30 seconds, then plug it back in.



- ✓ Was the DVD/VHS player behind the label marked "DVD/VHS player must stay behind this label"?
- ✓ Was anything (e.g. DVD case, VHS box, remote control, etc.) blocking the front of the DVD/VHS player?
- ✓ Is the Extron switch on port #1? If not, press the #1 button on the "Extron" switch.

DVD/VHS

- ✓ Is the DVD disk clean and unscratched?
- ✓ Is this a homemade disk?
- ✓ What format is the DVD/VHS in? The DVD player will automatically play disks in DVD Video format. Additional formats accepted by the DVD player may require a manual playing of the disk and/or additional setting adjustments using the remote, particularly for disks in jpeg format.

Why is the DVD main menu appearing on the TVs?

Cause: In most cases the DVD player can find the beginning of the movie from your DVD Main Menu and will automatically start the film at the scheduled time. If a menu appears rather than the movie, any of the items listed under the *TV+ Broadcaster Check* (above) might cause this.

In some rare cases a menu may appear if the *Play Movie* or *Play Feature* option is not the default option at the Main Menu (this is dependent on the DVD manufacturer).

Solution: If your DVD is showing a menu rather than playing the movie and you have already eliminated each possibility in the *TV+ Broadcaster Check*, you will need to start the DVD manually; otherwise, it will be playing some other bonus material from the DVD. A To determine whether this will happen ahead of time, run a 5 minute test of the movie prior to playing it on the TV.

Why does a blue screen appear after showing a movie?

Cause 1: If you overestimate the duration of the movie, you may notice a temporary blue screen on your Touchtown Channel after the movie is over.

Solution: When your duration is completed, Touchtown will automatically switch back to your TV+ Slideshow. To switch to your Touchtown Show immediately, simply go to the movie slide and change the duration or delete the slide.

Cause 2: The movie was played manually.

Solution: Go to the TV+ Broadcaster and push #1 on the Extron box. This will bring the TV+ Slideshow back up.

Additional Assistance

For additional DVD/VCR Troubleshooting, please consult the *Sony DVD Player/Video Cassette Recorder User Manual* that came with your Touchtown TV+ system. Electronic versions of the User Manual are also available upon request.

If you continue to experience difficulty, please contact Touchtown Customer Care at 1-866-868-2486 or info@touchtown.us.

Prior to contacting Touchtown, please take note of anything that happens in lieu of your movie playing, including:

- **What did the resident TVs look like at the time the movie was scheduled to play?**
- **Did the Touchtown slideshow simply continue or did the TVs switch to a new screen?**
- **If they switched over, what did the screen look like (color, text messages, menus)?**